

# Joseph A. DeFilippis

## OBJECTIVE

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To obtain a position within management where my experience can be utilized to improve the overall performance of the organization. I am energetic and goal-oriented, with a genuine passion for people, customer service, and a well-rounded background in supporting a progressive organization in optimizing performance and policy.

## WORK EXPERIENCE

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### **Secretary of State of Montana, Helena, MT**

04/2008 - Present

#### *Annual Report Supervisor/Subject Matter Expert/Online Application Specialist*

Annual Report Supervisor - Manage the oversight of 115,000 companies which include compliance, assessment, and filings for both online and offline transactions. Oversight includes accurate and responsive service, including analyzing and developing improvement strategies. Investigate issues reported by customers in a timely and efficient manner. Position reports directly to the bureau deputy and supervises up to 1 full time employee, and 2 seasonal employees.

Subject Matter Expert - Assist Management Team and Project Manager in analyzing and documenting current environments throughout five bureaus of the agency. Assist in writing Request for Proposal (RFP) which recommends the acquisition, maintenance, and development of the new data management software, hardware, and enhancements for the SOS Office.

Online Application Specialist - Responsible for ensuring on-line site adhere to all statutory requirements, rules and policies. Monitor system operations to identify and resolve problems and assess the need for further modifications or enhancements. Research and evaluate business processes, the environment, and objectives of the end users to assist in establishing strategic plans for enhancements to the sites in order to achieve adherence to requirements and functionality for ease of use for customers. Work with vendor when issues are escalated to ensure all projects are completed within established timeframes. Identify and report problem or risk areas to vendor, monitor, and document all work processes and workflows to upper management.

### **Walgreens, Helena, MT**

03/2011 - Present

#### *Photo Technician/Customer Service*

Responsible for everything from cash register operation, photo department and customer service, to merchandising, store inventory, and maintaining store signage and displays.

### **Secretary of State of Montana, Helena, MT**

09/2007 - 04/2008

#### *Supervisor-Business Services*

Temporary promotion - Supervise up to 14 full time employees that analyze various incoming business documents for potential errors and omissions. Communicate and interact with the general public and professionals such as Attorneys and CPA's on issues pertaining to the agency and its mission. Interpret and apply Montana Code Annotated and other policies and regulations to business documents.

### **Secretary of State of Montana, Helena, MT**

02/2005 - 09/2007

#### *Supervisor-Annual Reports Bureau*

Managed the oversight of upwards to 90,000 documents which included compliance, assessment, and filings for both online and offline transactions. Effective oversight included accurate and responsive service, including analyzing and developing improvement strategies. Position reported directly to the bureau deputy and supervised 1 full time employee, 2-3 seasonal employees, and temporary staff as needed.

### **Secretary of State of Montana, Helena, MT**

11/2002 - 02/2005

#### *Compliance Officer/Emergency, Security & Safety Coordinator*

Compliance Officer - Conduct compliance, customer assistance and customer support tasks as they relate to Secretary of State functions. Provide assistance to customers in relation to the formation and continued operations of Montana business entities with the Secretary of State. Convey to customers necessary legal considerations and any additional factors to be considered in selection of business structure. Complete compliance of submitted registrations ensuring all necessary statutory requirements are provided to legally execute documents.

Emergency, Security and Safety Coordinator - Plan and develop the agency security program, including comprehensive procedures and policies which pertain to the security and safety of three agency locations. Coordinate training for staff in the areas of personal security and emergency preparedness/response with management and employees. Design, develop and maintain agency-wide emergency preparedness program.

### **Secretary of State of Montana, Helena, MT**

09/2001 - 11/2002

#### *Corporate Cashier*

Accepted custody of cash, checks, money orders, and Inter Agency Accounts and fee payments attached with business documents. Issue credits, account for daily cash receipts, and prepared daily bank deposits, all in accordance with established office procedures.

# Joseph A. DeFilippis

**Forsythe Appraisals LLC**, St. Paul, MN

06/1995 - 08/2001

*Quality Control Manager*

Supervise a group of 6-10 new real estate appraisers to review over 20,000 appraisals each year. Assist in the development of training classes for new appraisers. Communicate and coordinate with underwriters on all FNMA and FMAC guidelines.

## EDUCATION

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**University of Phoenix** Phoenix, AZ  
MBA in Business Administration, GPA: 3.75

2008 - 2010

**University of Phoenix** Phoenix, AZ  
B.S. in Business Management, GPA: 3.51

2004 - 2008

## TRAINING AND CERTIFICATIONS

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**Notary Public for Montana, North Dakota and Wyoming**  
Commission expires August 10, 2015

08/2011

**Montana Department of Administration** Helena, MT  
*EEO and Anti Discrimination*

04/2011

Training which included other supervisors, managers and employees with regards to non-discrimination and equal employment opportunities.

**Reliant Behavioral Health** Helena, MT  
*Diffusing Anger in a Customer Service Environment*

06/2010

Training on how to communicate with angry customers and how to diffuse issues.

**Montana Department of Administration** Helena, MT  
*Disability Etiquette*

01/2010

Training in awareness and skills to foster gracious and informed relationships among people of all abilities.

**Reliant Behavioral Health** Helena, MT  
*Manage Stress for Success*

09/2009

How to manage stress at work and personal life and be successful.

**Montana Professional Development Center** Helena, MT  
*Preventing Harassment*

04/2008

Learn to recognize and control all types of harassment in the workplace.

**Montana Professional Development Center** Helena, MT  
*Essentials of Management*

11/2007 - 12/2007

Training to increase the range of supervisory skills specifically suited to managers in government.

## SKILLS

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Excellent customer service skills (internal and external). Excellent interpersonal and communications skills, having dealt with a diversity of professionals, clients, staff members, and the general public. Strong computer skills which include MS Office products (i.e. Outlook, WORD, Excel, and Power Point) along with Internet knowledge and experience. Ensure smooth work-flows and meet operational deadlines. Ability to multi-task under strenuous conditions. Strong analytical decision making skills. High level of written and oral communication skills. Accounts Payable/Accounts Receivable. General office knowledge.

Dear Ms. Fox,

I am writing to you because I believe my education and experience, along with my proven ability will allow me to be a successful Commissioner of Political Practices.

In reviewing the attached application and resume, you will note that I have acquired valuable education and experience in working successfully with both Democrats and Republicans, managing/supervising individuals and teams and with assisting internal and external clients in online/offline transactions. I possess a unique talent for delivering highly complex technical information into terms and concepts that the clients can readily grasp. Furthermore, I am multi-task oriented, and enjoy a challenge.

If you are seeking a professional who has excellent people and problem solving skills, and can provide optimum support, leadership, and effective communication skills to internal and external customers, then please consider what I have to offer.

I believe it would be mutually beneficial for us to meet and discuss the goals the agency, and how my abilities can help you achieve those goals.

Thank you for your time and consideration.

Sincerely,

*Joseph A. DeFilippis*